

## **ABC-C Home Page Redesigned:**

**The ABC-C home page has a new look for the new year! Same great info, clever new design. Reiterated options and a search feature ensure you'll find whatever your looking for. Check it out!**

**1<sup>st</sup> Time Visitor:** Don't be left out in the cold! Over half of the NE Region has already accessed the ABC-C system. First, you will need to establish your Point of Entry (POE) log-in information. You will select a User ID and password. Next, you will need to change your PIN for personal inquiries and transactions. To begin, click on the ABC-C link above, then click on Information on the ABC-C home page.

**Password Changes:** If you are a regular ABC-C visitor, you probably know that you'll be prompted to change your ABC-C password about every 90 days. The system guides will lead you through the change. For more information about ABC-C security, refer to the Security and Privacy option on the home page.

## **ABC-C Q&A:**

**Q: I can't log into the ABC-C system – it doesn't seem to recognize me. I must have messed up my log-in information. Help!**

A: First, verify your personal information from your Leave and Earnings Statement. If all is correct, contact the SW CPOC Helpdesk at (785)239-2000 or DSN: 856-2000 during regular business hours (central time) or send an email to [helpdesk@cpocswr.army.mil](mailto:helpdesk@cpocswr.army.mil). This information can be found on the ABC-C home page under the heading HELP.

**FAST FACT: If you lost your log-in information or cannot create your POE account successfully, call the Helpdesk as instructed above. Once in the system, if you have any questions or concerns about the system, your data, etc., contact a benefits counselor at 1-877-276-9287.**

**Q: What is the ABC-C FAXBACK option?**

A: On the IVRS main menu, you will hear a prompt for faxed documents. The ABC-C offers employees access to various forms and information sheets via fax. You should first request that a "document list" be faxed to you. The document list will inform you of forms and information sheets available through this feature. You may then request documents by their corresponding number. Following a health benefits change, you may request a copy of your SF 2809 (Health Benefits Registration Form) by selecting FEHB off the main menu. Listen for the prompt for faxed 2809s.

**FAST FACT: Below is the link to the IVRS menu. It is most helpful to view this document before using the IVRS system:**

<http://www.abc.army.mil/Information/ABCGeneral/Information/IVRSMenu.gif>

**Q: How do I go about increasing my FEGLI when I haven't had a "life event".**

A: Employees should first contact the ABC-C IVRS or EBIS automated systems for information, then obtain SF 2822, Request for Insurance, to elect coverage from ABC-C Fax Back System or OPM web site <http://www.opm.gov/forms/index.htm>. Complete employee information and mail to the CPOC. (In the Northeast, mail to NE CPOC, ATTN: Benefits Room 133, 314 Johnson St., APG, MD 21005-5283). Upon receipt from the CPOC, take the SF 2822 to physician and have the required physical exam (at own expense.) (Physician mails the form to OFEGLI, OFEGLI mails the form to the ABC-C). Upon receipt of the SF 2822, the ABC-C will advise the employee of decision and if approved, provide the employee with information about making an election.

**FAST FACT: The above procedure (and many more) can be found in the ABC-C Procedural Guide. From the ABC-C Home Page, click on Information, General, Information, then ABC-C Procedural Guide.**

## **TELL IT TO THE ABC-C!**

### **IMPORTANCE OF ABC-C CUSTOMER FEEDBACK SURVEY**

Remember, the ABC-C encourages you to complete their customer survey. Your comments, compliments and complaints are taken very seriously. When you complete the survey, you are telling the ABC-C and Department of the Army Headquarters about your experience. Your survey identifies the good and bad performance of the system and procedures. Your survey may even suggest possible system enhancements and will give the ABC-C the opportunity to respond to any complaints. And don't forget, a compliment feels as good to give as it is to receive!

The survey provides a section for your comments. If you would like a response, do include your name and email address. The survey can be accessed via the ABC-C web site in a number of ways – from the site map, the information section or you may do a search on the word “survey”.

### **DO YOU HAVE YOUR TSP PIN?**

Not to be confused with any other PIN, the TSP PIN allows you to make direct inquiries to your TSP account. Participants will soon need their PINs more than ever - beginning 1 May 01, ALL fund allocations will be made directly with TSP. Also, the two new funds (I Fund and S Fund) will be available to participants. TSP will encourage electronic changes so if you don't have your TSP PIN, request one today! Simply contact the ThriftLine at 504-255-8777 or see the Account Access option on the TSP web site at <http://www.tsp.gov>.

If you are a frequent visitor to the TSP web site, you probably already know that...

Contribution Limits to be lifted:

On December 21, 2000, President Clinton signed the Omnibus Consolidated and Emergency Supplemental Appropriations Act for Fiscal Year 2001. This law contains a

provision that increases incrementally the contributions limits to the Thrift Savings Plan for participants covered by FERS and CSRS. Beginning with the May 15, 2001, open season with elections, FERS employees may elect to contribute up to 11 percent of their basic pay; CSRS employees may elect to contribute up to 6 percent. These elections will become effective in July 2001. Effective January 2002 and each following year, the contribution limits will increase by one percent until January 2006, at which time the limit will be eliminated completely.

*The IRS annual deferral limit (\$10,500 for 2001) remains in effect. There is also no impact on either the Agency Automatic (1%) Contributions or the Agency Matching Contributions.*

Extracted from TSP website

## INQUIRIES FROM RETIREES

Everybody knows (and envies) a federal retiree. Former coworkers, friends, family and neighbors – federal retirees are everywhere! Retirement is like a transfer. After retirement, it's like the Office of Personnel Management becomes the retiree's servicing personnel office. At some point in time, retirees or survivors will have a question or problem. They may ask their family and friends who are still federally employed for direction. Retirees often call their CPAC and CPOC, however, questions and changes should be directed to OPM. The information below may someday help a retiree or survivor that you know:

- A recent retiree should be directed to the ABC-C at 1-877-276-9287.
- Once a retiree has been assigned their CSA number (about 6 weeks after retirement), they must contact OPM at (202) 606-0500 or toll-free at 1-888-767-6738.
- Retirees may make certain transactions through OPM's Annuity Express toll-free at 1-800-409-6528.
- If the person lost patience with OPM's phone system, they may write to OPM - most common inquiries and addresses provided below:

(Retiree must include their CSA#, SSN, home address and sign their correspondence)

- **Lost or non-receipt of check** - OPM, Recertification: Non-Receipt of Check, PO Box 7815, Washington DC 20044
- **To report death of a retiree** - OPM, Retirement Operations Center, Boyers, PA 16017
- **Health Benefits** - General Inquiries - OPM, Health Insurance-Retirement, PO Box 14172, Washington DC 20044
- **Address Change or General Inquires about their annuity, life insurance, beneficiary, marital status changes, beneficiary forms or any other matter** - OPM, Retirement Operations Center, Boyers, PA 16017

· Federal or State Tax Inquiries - OPM, Tax-Retirement, PO Box 989, Washington DC 20044